

CUSTOMER/SUPPLIER INTERFACE PROJECT (SCIP) OPPORTUNITIES

In response to feedback from state contractors and their customers, the Division of Enterprise Procurement Services (EPS) will not be hosting a State Contract Show in 2006. We conducted a survey and the results indicated that suppliers and customers of State-wide contracts would like venues that provided more detailed information, hands-on demonstrations, and more opportunities for suppliers and customers to discuss specific needs at length.

Arizona Procurement Institute has established a Supplier/Customer Interface Project that offers the following types of opportunities to our stakeholders. If you are interested in participating in a SCIP event, please contact:

Pamela S. Reay
 pamela.reay@azdoa.gov
 (602) 542-9130

Event Description		Potential Benefits to:	
		Suppliers	Procurement
1	<p><u>Supplier Presentations/Demonstrations:</u></p> <p>Statewide contractor provides generalized or specific presentations on a wide variety of goods/services to a diverse audience emphasizing availability and applicability.</p> <ul style="list-style-type: none"> Contract Specific goods/services. After award of new services. <p>These event are commodity- or service- specific and multiple awards may be showcased at the</p>	<ul style="list-style-type: none"> An opportunity for suppliers to give hands-on demonstrations of their products and services Demonstrations could also provide for "hands-on" training on such items as janitorial cleaning supplies, ergonomic furniture, gel automotive batteries and high speed tires Explain aspects of their contracts such as shipping, discounts, repairs, warranties, ordering, pricing and general content Possibly reach a potentially larger more interested audience MBWBs, SBs and set-asides participate 	<ul style="list-style-type: none"> Ability to see devices work Answers to technical questions Gain a better understanding of how each commodity may be applied to specific agency requirements Understand important contract issues such as delivery, warranties and product safety Obtain ordering and availability information Opportunity to meet company representatives Opportunity for State buyers to add MBWBs, SBs and set-asides as prospective suppliers

	venue.		<ul style="list-style-type: none"> • Compare contractors from multiple award contracts
2	<u>Open-House</u> Suppliers travel from one state agency to another as agency procurement offices provide venues for end users, procurement officers, and suppliers to connect and discuss needs and solutions.	<ul style="list-style-type: none"> • Target specific agencies • Conduct specialized presentations • Tour agency facilities • Better utilization of personnel resources • Opportunity for new M/WBE and SB suppliers to cost-effectively network. 	<ul style="list-style-type: none"> • Technical orientated end-users may be more likely to attend • Demonstrations could be more agency directed • Opportunity for State buyers to learn the specifics of MBWB, SBs and set-asides offerings
3	<u>Mad Hatter Event</u> Suppliers set up literature and samples at tables with chairs where procurement specialists and customers can sit to discuss their needs with suppliers for short intervals of time (15 to 20 minutes) before moving on to the next supplier's position. The object is for customers to network as with as many suppliers as possible in a single venue.	<ul style="list-style-type: none"> • Opportunity to respond to specific questions from end-users • Effective deployment and utilization of suppliers' sales and technical staff. • Network with an audience that would be more likely to purchase from the supplier • Able to gain contact information • May be able to "close" • Cost effective for MBWBs, set asides, and SBs 	<ul style="list-style-type: none"> • Procurement could ask very specific questions • Technically orientated end-users would be more likely to participate • Opportunity for State buyers to learn the specifics of MBWB, SBs and set-asides offerings
4	<u>Virtual Company Storefront</u> In the future EPS hopes to be able to offer contractors a presence on the EPS website whereby suppliers could present a virtual company storefront that specifically addresses offerings under their State-wide contracts. .	<ul style="list-style-type: none"> • Provide a continual virtual storefront of materials to all viewers • Present the most current information • Address "hot" topics of interest • Provide technical product advice • Continuously updated • Links to other sites 	<ul style="list-style-type: none"> • Procurement could easily review the latest offerings of the suppliers on line • Adjunct to contract information available on the EPS website • No travel time • No wait time • Instant information specific to just the State-wide contract

V.3